



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
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December 15, 2008

MEMORANDUM

To: Legislative Oversight Committee Members
Commission for MH/DD/SAS
Consumer/Family Advisory Committee Chairs
State Consumer Family Advisory Committee Chairs
Advocacy Organizations and Groups
North Carolina Association of County Commissioners
County Managers
County Board Chairs
North Carolina Council of Community Programs
NC Association of Directors of DSS

State Facility Directors
Area Program Directors
Area Program Board Chairs
DHHS Division Directors
Provider Organizations
MH/DD/SAS Professional Organizations and Groups
MH/DD/SAS Stakeholder Organizations and Groups
Other MH/DD/SAS Stakeholders

From: Leza Wainwright 

Re: **Communication Bulletin #099**
MH/DD/SAS Community Systems Progress Report and
the new Critical Measures At A Glance



Community Systems Progress Report: Enclosed please find the *MH/DD/SAS Community Systems Progress Report* for the first quarter of SFY 2008-2009. This report marks the beginning of the third year of publishing LME and statewide performance on critical indicators of system quality.

As stated in the report's introduction, effective management of community systems is essential for the success of North Carolina's efforts to transform its mental health; developmental disabilities; substance abuse services system. Tracking the status and progress of community systems also provides a means by which the public and the General Assembly may hold the Division and Local Management Entities (LMEs) accountable for progress toward the goals of the system reform.

For the preceding two years, for measures that rely on service claims data, the Division has reported on time periods ending 3-to-6 months before the report date, depending on the measure, to allow adequate time for service claims to be submitted and processed. Given requests for more timely data, beginning with this report, the Division has reduced this "lag" to 3-to-4 months for three of the indicators (initiation and engagement, effective use of state psychiatric hospitals, and timely follow-up after inpatient care).

Critical Measures at a Glance: Included with this report is *Critical Measures at a Glance* for the first quarter of SFY 2008-2009, as required by S.L. 2008-107. This one-page matrix shows each LME's performance on the critical performance measures against statewide averages and the performance standards in the *DHHS-LME Performance Contract*. The matrix also shows whether each LME has met the



performance standards for at least 65% of the critical measures, which is one of the requirements for consideration to receive single stream funding.

The report, appendix to the report, and one-page matrix are available on the Division website at:

<http://www.ncdhhs.gov/mhddsas/statspublications/reports>

If you have questions regarding this report, please send them via electronic mail to:
ContactDMHQuality@ncmail.net.

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